

CHAPTER 4

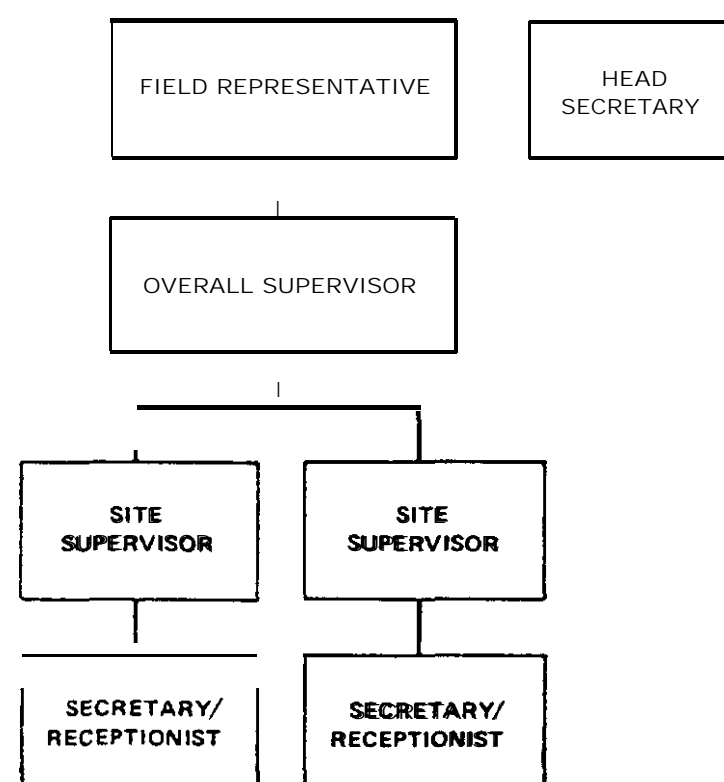
CHAPTER 4

AUGMENTERSA. GENERAL

1. This chapter provides information for DEERS project officers at all levels concerning the use of temporary personnel support. It provides background concerning the need for augmenters, job descriptions, and procedural guidance.

2. Some Uniformed Service activities have found that, due to administrative personnel shortages or excessive workloads, timely and efficient enrollment during an intensified enrollment phase cannot always be accomplished. Accordingly, on a selective basis in densely populated Service communities, the DEERS Program Office provides some administrative relief through contractor-furnished personnel (augmenters). These personnel are available only for support related to DEERS activities. Augmenters are also furnished on a selective basis to **MTFs** and DTFs during the initial eligibility-checking periods. These personnel, under contractor supervision (field representatives), are to provide initial **relief** from additional workloads and to train **MTF** and DTF personnel in eligibility-checking operations and procedures.

3. Augmentation teams consist of field representatives and temporary augmenters, hired from local temporary agencies, and organized as follows:



The field representative, acting as the DoD agent, shall contact **the** local commander to determine the required number and placement of augmenters. The contractor shall decide on a competitive **basis** which temporary agency can provide the best service for each installation for each phase.

B. FIELD REPRESENTATIVES

1. Field representatives are full-time employees of the contractor. They will cover all Uniformed Services installations for a given area within an implementation phase. There will usually be several field representatives working **in** each phase.

2. It is the responsibility of the field representative to coordinate the enrollment effort with the Uniformed Service project and liaison officers. It **is** the responsibility of the local bases to provide space for the **DEERS** enrollment offices and to equip these offices with desks, typewriters, supplies, phone lines, and miscellaneous office supplies. (See Chapter 3.)

3. Other responsibilities of the field representative are listed below:

a. Determining the number of augmenters needed based upon population counts.

b. Training and supervising the augmenters.

c. Presenting DEERS briefings and providing materials to assist the **DEERS** project officer in giving briefings via the commander's calls, weekly unit meetings, or any other interested group requesting a briefing.

d. Establishing periodic contact with the information liaison officers to assist in the information dissemination effort.

e. Producing weekly status reports for the Department of Defense, showing current progress and any concerns about DEERS implementation.

f. Meeting periodically with

(1) Local base-level DEERS project officer

(2) Liaison officers representing the following activities

(a) Personnel office

(b) ID card office

(c) MTFs and DTFs

(d) Information/public affairs office

(e) Communications office

(f) Data processing support

(g) **Supply** office

4. Following intensified enrollment, a maintenance representative, employed by the contractor, shall be assigned to continue the liaison function with base-level project officers. One maintenance representative usually covers several states.

C. AUGMENTERS' JOB DESCRIPTIONS

1. Overall Supervisor

a. Main areas of responsibility include personnel, **recordkeeping**, and communication between sites. The overall supervisor is directly responsible to the field representative and maintains liaison with the temporary agency hiring the augmenters.

b. The overall supervisor works closely with the site supervisors in scheduling the augmenters, training of augmenters, and maintaining adequate supplies.

c. The overall supervisor acts as liaison between the augmentee staff and the military personnel involved with the program.

d. The overall supervisor is **responsible** for resolving augmentee personnel problems under the supervision of the field representative. The overall supervisor works closely with the temporary agency and, with the approval of the field representative, makes requests for personnel changes or additions.

e. The overall supervisor has frequent telephone contact with the area sites to maintain up-to-date records and to deal with personnel problems. Periodic visits to **all** sites shall be necessary to collect forms, disperse supplies, and establish and maintain rapport with the site supervisors and secretary/receptionists.

f. The overall supervisor also is responsible for keeping payroll records on all augmenters for that area.

2. Head Secretary

a. The head secretary is directly responsible to the field representative, and also works closely with the overall supervisor and site supervisors.

b. The head secretary's responsibilities include the following:

- (1) Typing reports and correspondence for the field representative.
- (2) Typing reports and forms for the overall supervisor.
- (3) Maintaining weekly time sheets for payroll purposes.
- (4) Answering the telephone giving information on DEERS inquiries.

c. The head secretary also fills in as a typist with customers, as needed, and assists the site supervisor in the **batching** and **filing** of the DD Forms 1172. In locations processing retirees through mail-ins, the head secretary may be called upon to collect mail from the post office, to sort mail, and to assist in the processing of these mail-ins.

3* Site Supervisor

a. The main area **of** responsibility for site supervisors **is** to ensure the overall success of the DEERS project by maintaining a well-trained, efficient, courteous, and customer-oriented work force. The site supervisor is under the direct supervision of the overall supervisor of that area.

b. The site supervisor ensures that each secretary/receptionist has the guidance, handouts, and materials necessary to function efficiently and accurately as they process applicants.

c. The site supervisor schedules necessary training sessions concerning required documents to effect enrollment as **well** as instructions for completing the DD Form 1172 according to the "DEERS Program Manual" and appropriate Uniformed Service guidelines.

d. The site supervisor **shall** schedule secretary/receptionists so as to maintain an adequate work force to handle applicants, making adjustments as necessary. All secretary/receptionists are directly responsible to the site supervisor, who shall consider requests for leave and approve or disapprove such requests depending on the workload.

e. The site supervisor is responsible for the courteous and efficient processing of all applicants and is available to answer questions or to direct questions to the Uniformed Service verifying officer for clarification.

f. The site supervisor shall collect completed DD Forms 1172 from the secretary/receptionists; review the forms for accuracy and neatness; maintain a continuous count as the forms are processed; give them to the verifying officer for approval; and collect them after they have been signed. Once signed by the Uniformed Service verifying officer, the site supervisor prepares the forms in batches, following the instructions given in the "DEERS Program Manual. "

g. The site supervisor is responsible for mailing all batches as soon as they are completed.

h. The site supervisor shall ensure the processing of all mail-in applications.

4. Secretary/Receptionist

a. The secretary/receptionist is directly responsible to the site supervisor. The secretary/receptionist works directly with the applicant by typing the DD Form 1172 from the information given by the applicant, reviewing the required documents provided by the applicant, and answering any questions the applicant may have concerning the DEERS program.

b. The secretary/receptionist shall refer any problems or questions to the site supervisor or Uniformed Service verifying officer.

c. In locations servicing retirees through mail-ins, the secretary/receptionist **shall** process the DD Forms 1172 and address envelopes for returning documents to the retiree.

d. In some situations, the **secretary/receptionist** may assist in updating active duty service personnel records.

D. PROCEDURAL GUIDANCE

This section **is** intended to, clarify for the Uniformed Service project officers the use of augmenters. These personnel cannot and may not verify DD Forms 1172, but they can assist in the verification process. The following situations provide guidance to the project officers in the use of augmenters.

1. Sponsors Geographically Separated From Their Dependents

A DD Form 1172 brought in by a dependent that is not signed by the sponsor must be given to the verifying officer or project officer to mail to the sponsor's command for signature. It cannot be left with the dependent to mail to his or her sponsor for signature. (Refer to subsection D.8. for hardship cases.)

2. Survivors

Augmenters shall process only those **DD** Forms 1172 in which the applicant has indicated appropriate marital status in Block 58 and has signed Block 62. All other DD Forms 1172 shall be given to the verifying officer for determination of eligibility.

3. Sponsor's Signature Is Required

However, **if** the sponsor has signed the originally submitted DD Form 1172 and it is retyped because of illegibility, Block 62 may contain the words "Signed by Sponsor."

4* Letters of Incapacitation

In order for these letters to be accepted by augmenters as **legal** documentation, the following information must be contained:

- a. Date of onset must be prior to age 21.
- b. Temporary incapacity letters must contain date of **expected** recovery and must be signed by a physician.

NOTE : If there is any deviation, the **augmentee** must give the DD Form 1172 to the verifying officer for determination of eligibility.

5. Foreign Documents

Foreign documents that are not translated may not be accepted as legal documentation by augmenters and must be given to the verifying officer **for** approval in accordance with proper Uniformed Service procedures.

6. Disabled Veterans

One hundred percent DAVS must provide VA Form 656 or 656-A, establishing percentage of disability. If the **VA** Form 656 or 656-A indicates a percentage **less** than 100, that case shall not be handled by the augmentee. It shall be given to the verifying officer for eligibility determination.

NOTE : For 100 percent DAVS: commissary, theater, and exchange unlimited shall be the only benefits authorized.

7. Retirees Without Eligible Dependents

These **DD** Forms 1172 shall be forwarded to the **DEERS** Enrollment Processing Center in accordance with existing batching instructions.

8. Legal Documents Required to Prove Relationship to Sponsor

When legal documentation is required, it shall be limited to marriage certificates, birth certificates, court decrees, death certificates, and the like. Passports, drivers licenses, and other forms of identification are expressly prohibited for use in establishing dependency. Only those documents that are "Original, " "Notarized, " or "**Certif**ied True **Copy**" (signed by a DoD official; for example, a commissioned officer) shall be accepted by augmenters. For mail-in enrollment from retirees or survivors, clear photocopies with the original seal or authenticating evidence plainly visible, and with no indication of tampering, are acceptable. Otherwise, these documents shall be given to the verifying officer for eligibility determination.

NOTE : Verifying officers shall process all hardship cases.

9. Medical Care (MC)

a. The MC effective date is the date the beneficiary first became eligible for CHAMPUS coverage. Once assigned, an MC effective date is permanent for as long as the beneficiary **is** cent **inually** covered by CHAMPUS. The sponsor's retirement or death does not affect the MC effective date. Whenever there appears to be a choice of two or more eligibility dates, always choose the **latest** date.

b. If it is determined that the MC effective date on the **existing** ID card is wrong in accordance with the following guide, the augmentee may not make a determination of the correct date. These shall be given to the verifying officer for determination, as shall all cases in which appropriate categories are-..., not listed below (such as illegitimate children).

c. Partial Guide for MC Effective Date

(1) Dependents of Active Duty Sponsors

(a) December 7, 1956;

(b) Date current tour of (continuous) active duty began, (no break in service of more than 24 hours); or

(c) Date (such as marriage, adoption, or birth) the person became an eligible dependent.

whichever date **is** later.

(2) Retired Sponsors

(a) January 1, 1967; or

(b) Date of retirement.

whichever date is later.

(3) Dependents of Retired Sponsors. If the dependent was eligible for CHAMPUS before the sponsor's retirement, the MC effective date remains the date in effect just prior to retirement. If not eligible before retirement, or if the sponsor retired before January 1, 1967 (the initial date retirees and their dependents become eligible for CHAMPUS), use the following:

(a) January 1, 1967; or

(b) Date (such as marriage, adoption, or birth) the person became an eligible dependent.

whichever date is later.

(4) Survivors of Deceased Active Duty and Retired Sponsors. If the survivor was eligible before the sponsor's death, the MC effective date remains the date in effect just prior to death. If not eligible before death, or if the sponsor died before January 1, 1967 (the initial date retirees and their dependents become eligible for CHAMPUS), use the following:

(a) January 1, 1967;

(b) Date the person became an eligible dependent (such as date of birth of natural child born after service member's death); or

(c) 60th anniversary of service member's birth in cases of RC-SBP participants.

whichever date is later.

(5) Dependents of Retired Reservists with Retired Pay

(a) January 1, 1967;

(b) Date that the sponsor became eligible for retired pay; or

(c) Date (such as marriage, adoption, or birth) the person became an eligible dependent.

whichever date is later.

NOTE : Dependents not listed in above guide (such as illegitimate children) shall be processed by the verifying officer.

10. parents, Parents-In-Law, Stepparents, or Adopted Parents

These DD Forms 1172 will not **be** processed by augmenters. These shall be **given** to the verifying officer for eligibility determination.

11. Dependents Between the Ages **of 21 and** 23 in School

The following guidance (paraphrased) is provided on the DD Form 1172, block 58. A dependent child who is 21 years of age and over, but who has not passed his or her 23rd birthday, and who is (or was at the time of the member's death) dependent upon the member for over 50 percent of **his** or her support, is eligible **for** all benefits if he or she ^{is} pursuing a full-time course of education in an institution of higher learning approved by the Secretary of Defense or the Secretary of Health, Education, and Welfare (as appropriate) or by a state agency under Title 38, U. S. C., Chapter 34, Veteran's Educational Assistance and Chapter 35, War Orphans' and Widow's Educational Assistance, of Title 38, U. **S.C.** A full-time course of education is a course load of a minimum of 12 semester or equivalent hours.

Augmenters shall check the "Directory of Accredited Colleges and Universities" (Appendix C) for those dependents between the ages of 21 and 23 who are enrolled in school. If the school is not listed, the DD Form 1172 shall be given to the verifying officer for eligibility determination. Only full-time students shall be accepted; part-time study **is** not acceptable.

Appendix C, approved by the Secretary of Education, is based on only one of the criteria cited on the DD Form 1,172. The list is provided to assist in the determination of approved institutions. It is not all-inclusive.

12. Dependent Children Not Residing With Sponsor Because of Divorce

These DD Forms 1172 will not be processed by augmenters. These shall be given to the verifying officer for eligibility determination.